

International Journal of

Services Operations and Informatics

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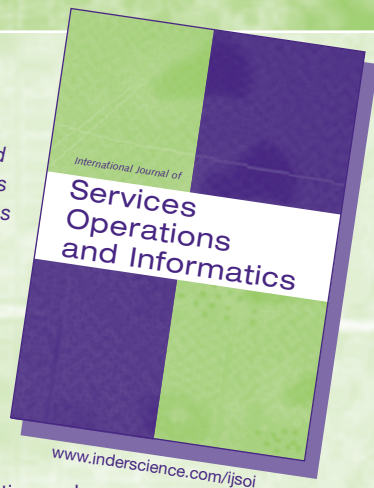
Scope of the Journal

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Advances in distributed computing and networks make it possible to link people, heterogeneous service providers and physically isolated services efficiently and cost-effectively. As the economic dynamics and complexity of service operations continue to increase, it becomes a critical challenge to leverage information technology in achieving world-class quality and productivity in the production and delivery of physical goods and services. IJSOI addresses state-of-the-art R&D in the areas of service operations and the role of informatics towards improving their efficiency and competitiveness.

Topics covered include:

- Service science, engineering, practice
- Service design, modelling, delivery, operations
- Service networks, management, sustainability
- Healthcare delivery networks
- Homeland security networks
- Logistics planning, integrated logistics networks, supply/demand forecasting
- Customer relationship management
- Production planning, scheduling, control
- System integration/modelling, information integration, decision support systems
- Production and service information systems
- Event management systems
- Real time identification/tracking, RFID technology/application
- Sensor-based networks for service operations
- Warehousing/distribution, intelligent transport systems
- Simulation, data warehousing, data mining, knowledge integration



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